

Water Lines

SDW Hotline Report

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Top Ten Topics

Topic	Questions (phone & email)	Percent of Total* Questions
Local Drinking Water Quality	302	10
Tap Water Testing	244**	8
Household Wells	174	6
Unregulated Contaminant Monitoring Rule	165	6
Coliforms	151	5
Home Water Treatment Units	147	5
Lead	142	5
Other Drinking Water Background	141	5
Other EPA	132	4
Surface Water Treatment	107	4

*A total of 2,946 questions were answered by the Hotline (via telephone and email) in October 2002.

**Citizens who obtain their drinking water from private household wells asked 33% of the tap water testing questions.

Published Monthly

See past reports at <http://intranet.epa.gov/ow/hotline>

Safe Drinking Water Hotline: National Toll-free No.: (800) 426-4791 or (877) EPAWATER

For More Information Contact:
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(202) 564-4621

Operated by Booz Allen Hamilton
Under Contract #GS-10F-0090J

What's New

Announcements:

- U.S. EPA is announcing a solicitation for cost-effective technologies and/or engineering solutions to remove arsenic from small drinking water systems. Additional information and application materials are now available at es.epa.gov/ncer/rfa/current/2003arsenic.html

New Publications:

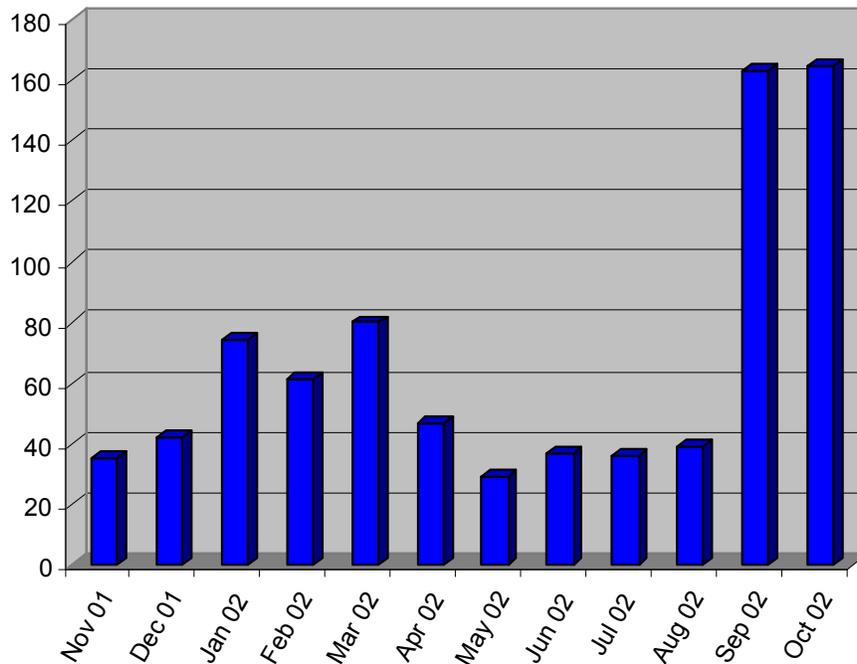
- EPA has published a series of fact sheets on best management practices (BMP) measures for activities such as storm water runoff, septic systems, and agricultural fertilizers that are likely to impact sources of drinking water. These fact sheets are now available at www.epa.gov/safewater/protect/swpbull.html.
- Delineation of Source-water Protection Areas in Karst Aquifers of the Ridge and Valley and Appalachian Plateaus Physiographic Provinces: Rules of Thumb for Estimating the Capture Zones of Springs and Wells*, EPA816-R-02-015, is now available at www.epa.gov/safewater/protect/delineation.html.
- Fact Sheet: Guidelines Establishing Test Procedures for the Analysis of Pollutants Under the Clean Water Act; National Primary Drinking Water Regulations; and National Secondary Drinking Water Regulations; Methods Update*, EPA-821-F-02-011, is now available at www.epa.gov/waterscience/methods/update.htm.

Add This To Your Calendar:

- A public stakeholder meeting on Drinking Water Distribution System Impacts on Water Quality is scheduled for November 14, 2002 in Seattle Washington. For registration and general information about this meeting, please contact Ms. Stephanie Danner at The Cadmus Group, Inc., 1901 North Fort Myer Dr., Suite 900, Arlington, VA 22209, by phone: (703) 247-6129; by fax: (703) 247-6001, or by e-mail at Sdanner@cadmusgroup.com.
- The National Drinking Water Advisory Council's Small System Affordability Working Group will meet on November 7-8, 2002, December 18-19, 2002, and on January 13-14, 2003. The meetings will be held at RESOLVE Inc., 1255 23rd Street, NW, Suite 275, Washington, DC, and are open to the public, but from past experience, seating will likely be limited. Members of the public are requested to contact RESOLVE if they plan on attending at (202) 944-2300.

Monthly Trends

Number of
Unregulated Contaminant Monitoring Rule Questions



The Safe Drinking Water Hotline has noticed an increase in Unregulated Contaminant Monitoring Rule (UCMR) questions for the months of September and October. The increased volume of UCMR questions was associated with an EPA notice sent out to public water systems subject to UCMR monitoring requirements. The notice informed systems that they had "yet to report data to the Web-based UCMR reporting system." Of the 165 total UCMR questions answered by the Hotline in October, 59 (36%) mentioned the UCMR notice. Also, 103 of the 163 UCMR questions (63%) in September related to the UCMR notice. The questions concerning the notice mainly centered around UCMR applicability and UCMR monitoring guidance. A significant number of the callers indicated that they were unaware they had to conduct UCMR monitoring until they received the notice or that they were unaware they had to approve the data received from the analytical laboratory before EPA could review the monitoring data.

Correction

Please note the following correction to a Question and Answer that appeared in the August 2002 Monthly Report.

Q: Under the UCMR, EPA will arrange all testing and reporting of results for all systems serving a population of 10,000 or less (40 CFR 141.35(a)(2)). How can a small system obtain the UCMR data results for review?

A: A hard copy of the UCMR data generated from samples taken at a PWS serving a population of 10,000 or less will be sent to the PWS.

Frequently Asked Qs & As

This section provides answers to frequently asked questions not necessarily represented in one of the Top Ten Topic categories.

Q: Large water systems required to monitor for *Aeromonas* must arrange for testing using the approved method listed in 40 CFR 141.40 Table 1, List 2. Testing must be completed by a laboratory that is certified under 141.28 compliance analysis for coliform indicator bacteria using an EPA approved membrane filtration procedure and that also has been granted approval for UCMR monitoring of *Aeromonas* by successfully passing the *Aeromonas* Performance Testing (PT) Program administered by EPA (40 CFR 141.40(a)(5)(ii)(G)(3)). How can a PWS determine if a laboratory has passed EPA's performance testing program?

A: Laboratories approved for *Aeromonas* analysis will receive approval documentation from EPA and will be listed on EPA's Office of Ground Water and Drinking Water Web site. EPA will provide each successful laboratory with an approval letter identifying the laboratory by name and the approval date. This letter, and a copy of the laboratory's certification under 141.28 for compliance analysis of coliform indicator bacteria using an EPA approved membrane filtration procedure, may then be presented to any PWS as evidence of a laboratory approval for *Aeromonas* analysis supporting the UCMR. EPA will also post a list of the laboratories that have successfully completed the PT study at www.epa.gov/safewater/standard/ucmr/aprvlabs.html.

Q: Is a public water system (PWS) that serves 10,000 or more persons and purchases its entire water supply from another system required to monitor for the contaminants under the Unregulated Contaminant Monitoring Regulation?

A: PWSs (other than transient water systems) serving 10,000 persons or more that purchase their entire water supplies from other wholesale or retail public water systems must monitor for the unregulated contaminants on the UCMR List 1 that have a sampling location indicated as "distribution system" and, if notified by the State or EPA, must monitor for the contaminants on List 2 and/or List 3

that have a sampling location indicated as "distribution system" (40 CFR 141.40(a)(iii)).

Q: "Community water system" means a public water system that serves at least 15 service connections used by year-around residents or regularly serves at least 25 year-round residents (40 CFR 141.2). How does EPA define year-round resident?

A: A year-round resident is an individual whose primary residence is served by the water system. The individual need not live at the residence for 365 days a year for it to be considered his/her year-round residence (Public Water System Supervision Program Water Supply Guidance Manual, #66a, January 2000).

Q: The Underground Injection Control Director may authorize the conversion of a Class V motor vehicle waste disposal well to another type of Class V well if, among other things, all motor vehicle fluids are segregated by physical barriers and are not allowed to enter the well (40 CFR 141.89(b)). What kind of physical barrier would meet this requirement?

A: Owners and operators must use physical barriers such as curbs, berms, and/or other containment structures to prevent motor vehicle fluids from entering the converted well. These structures should isolate the well being converted from motor vehicle waste fluids generated or stored in other areas of the facility (Conversion of a Motor Vehicle Waste Disposal Well; EPA816-R-00-017, November 2000).

Q: Will boiling water reduce nitrate levels in water?

A: No. Boiling, freezing, filtering, or letting water stand does not reduce nitrate levels in water. Excessive boiling can actually make the nitrates more concentrated, because nitrates remain behind when the water evaporates (*Public Notification Handbook*; EPA816-R-00-010, June 2000).

Q: Does the Lead Contamination Control Act (LCCA) require schools to test drinking water for lead?

A: No. The LCCA directed EPA to publish guidance to assist schools, local education agencies and day care centers in discovering the levels of lead contamination in drinking-water coolers and taking actions to reduce contamination. The LCCA requires the identification of water coolers that are

not lead-free, the repair or removal of water coolers with lead-lined tanks, a ban on the manufacture and sale of water coolers that are not lead free, the identification and resolution of lead problems in schools' drinking water, and the authorization of additional funds for lead screening programs for children.

Q: Do UIC Class V well requirements apply to a household septic system?

A: The UIC requirements do not apply to "single family residential septic wells, nor to non-residential septic system wells which are used solely for the disposal of sanitary waste and have the capacity to serve fewer than 20 persons a day." Septic system wells that are used to inject the waste or effluent from a multiple dwelling, a business establishment, or a community or regional business establishment into a septic tank are subject to the regulations governing class V wells (40 CFR §144.81(a)(9)).

Q: How can one obtain a list of public or community water systems that serve a certain population size?

A: These data are generally available from the SDWIS database, publicly accessible at www.epa.gov/enviro/html/sdwis. Alternately, a person may submit a Freedom of Information Act (FOIA) request to obtain a list of systems serving a particular population range.

Q: Under the Public Health Security and Bioterrorism Preparedness and Response Act of 2002 ("the Bioterrorism Act"), all community water systems serving populations greater than 3,300

persons must conduct vulnerability assessments. With respect to the Bioterrorism Act, what determines the population served?

A: According to EPA's Water Protection Task Force, this determination will be consistent with the data reported to SDWIS. EPA will rely on the data submitted through the state at the end of December for the January SDWIS run. Although there are some basic guidelines specific to SDWIS reporting, individual states may vary in precisely how they determine the population served.

Q: What has EPA established as the Best Available Technology (BAT) available for compliance with the maximum residual disinfectant levels (MRDLs) for chlorine, chloramines, and chlorine dioxide?

A: EPA has identified the following as the BAT to achieve compliance with the MRDLs for chlorine, chloramines, and chlorine dioxide: (1) control of treatment processes to reduce the disinfectant demand, and (2) control of disinfection treatment processes to reduce disinfectant levels (141.65(c)).

Q: For the purpose of determining compliance with the maximum contaminant level (MCL) for total coliforms, does a public water system (PWS) have to count total coliform monitoring repeat samples in their calculations?

A: Yes. A PWS must include the results of repeat samples in their calculations to determine compliance with the total coliform MCL (141.21(a)(6)).

Did You Know?

Speaking of sensitive subpopulations, infants and children (< 10 years), pregnant women, and the elderly (65+ years), account for 29.1% of the U.S. population.

Monthly Summary of Hotline Service

Total number of calls answered	2,000
Total number of emails received	360
Average wait time (in seconds)	0:18
Percent of calls satisfied immediately	99.9%
Percent of all calls answered in < 1 min	91.4%
Percent of callbacks answered in 5 days	100%
Percent of emails answered in 5 days	100%
Number of times callers listened to recorded message about local DW quality	1,231
Number of times callers listened to recorded message about arsenic rule	55

Comparison to Previous Years

	Calls	Emails
October 2002	2,000	360
October 2001	1,735	399

Top Ten Referrals

Inquiry Referred to:	Number of Referrals	Percent of Total* Referrals
1. EPA Internet	280	15
2. Local Water System	228	13
3. State Lab Certification	228	13
4. State PW SS	182	10
5. NSF/WQA/UL	161	9
6. AGWT/WSC	106	6
7. Local Public Health	86	5
8. EPA Regions	67	4
9. Non-EPA Internet	65	4
10. Other Hotlines	63	3

*1,813 total referrals to other resources, agencies, and organizations were provided by the Hotline in October 2002.

Customer Profiles

Customer	Calls	Emails
Analytical Laboratories	33	6
Citizen - Private Well	297	40
Citizen - PWS	1,067	112
Consultants/Industry/Trade (DW)	138	36
Consultants/Industry/Trade (Other)	56	24
Environmental Groups	2	3
EPA	25	1
Other Federal Agency	14	4
Government, Local	12	2
Government, State	60	26
Government, Tribal	1	0
Spanish Speaking	6	0
International	1	26
Media	6	1
Medical Professional	5	2
Public Water System	209	31
Schools/University	47	45
Other	21	1
TOTALS	2,000	360

Daily Call Data

	Total Calls Answered	Average Wait Time mm:sec
1-October	146	00:15
2-October	85	00:10
3-October	83	00:13
4-October	84	00:11
7-October	102	00:18
8-October	100	00:14
9-October	103	00:19
10-October	83	00:14
11-October	75	00:12
15-October	112	00:15
16-October	77	00:17
17-October	112	00:22
18-October	65	00:10
21-October	86	00:13
22-October	74	00:24
23-October	103	00:19
24-October	90	00:27
25-October	72	00:18
28-October	103	00:34
29-October	86	00:17
30-October	67	00:16
31-October	92	00:27
TOTALS	2,000	00:18

Topic Categories

Category	Calls	Emails
Microbials/Disinfection Byproducts		
Chlorine	23	7
Coliforms	142	9
Cryptosporidium	20	1
Disinfection/Disinfection Byproducts (Other)	15	2
Disinfection – Home Water	46	3
Other Microbials	14	1
Surface Water Treatment (SWTR, ESWTR, LT1FBR)	66	41
Trihalomethane (THM)	16	2
Inorganic Chemicals (IOC)/Synthetic Organic Chemicals (SOC)		
Arsenic	39	4
Fluoride	13	6
Methyl- <i>tertiary</i> -butyl-ether (MTBE)	10	3
Perchlorate	4	2
Phase I, II & V	53	3
Sodium Monitoring	4	0
Sulfate	2	1
Lead and Copper		
Copper	21	2
Lead	134	8
Lead Contamination Control Act (LCCA)/Lead Ban	4	0
Radionuclides		
Radionuclides (Other)	20	3
Radionuclides (Radon)	76	2
Secondary DW Regulations		
Secondary DW Regulations	37	11
SDWA Background/Overview		
Definitions & Applicability	25	8
MCL List	36	12
Other Background	103	38
SDWA	31	4

Category	Calls	Emails
Water on Tap	19	2
Other DW Regulations		
Analytical Methods (DW)	26	10
Contaminant Candidate List/ Drinking Water Priority List	2	1
Consumer Confidence Report (DW)	68	11
DW Primacy (PWS)	1	0
Operator (PWS) Certification	5	0
Other Drinking Water Security	23	4
Public Notification (PWS)	64	3
Security Planning Grants	21	10
State Revolving Fund (DW)	2	2
Unregulated Contaminant Monitoring Rule (UCMR)	160	5
Other Drinking Water		
Additives Program	2	2
Bottled Water	50	7
Complaints about PWS	60	6
Compliance & Enforcement (PWS)	15	5
Home Water Treatment Units	131	16
Infrastructure/Cap. Development	8	1
Local DW Quality	279	23
Tap Water Testing	228	16
Treatment/BATs (DW)	16	10
Drinking Water Source Protection		
Ground Water Rule	4	0
Sole Source Aquifer	0	0
Source Water/Wellhead Protect.	24	10
UIC Program	12	5
Out of Purview		
Household Wells	149	25
Non-Environmental	35	18
Non-EPA Environmental	56	35
Other EPA (Programs)	101	31
TOTALS	2,515	431

SAFE DRINKING WATER HOTLINE MONTHLY REPORT

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APPENDIX A: FEDERAL REGISTER SUMMARIES

FINAL RULES

**“Guidelines Establishing Test Procedures for the Analysis of Pollutants Under the Clean Water Act; National Primary Drinking Water Regulations; and National Secondary Drinking Water Regulations; Methods Update”
October 23, 2002 (67 FR 65219)**

This final rule revised wastewater and drinking water regulations to include updated versions of test procedures (i.e., analytical methods) for the determination of chemical, radiological, and microbiological pollutants and contaminants in wastewater and drinking water. Previously approved versions of the methods remain approved. The effective date of this rule is November 22, 2002.

**“Unregulated Contaminant Monitoring Regulation: Approval of Analytical Method for Aeromonas; National Primary and Secondary Drinking Water Regulations: Approval of Analytical Methods for Chemical and Microbiological Contaminants”
October 29, 2002 (67 FR 65888)**

EPA approved the analytical method and an associated Minimum Reporting Level to support the Unregulated Contaminant Monitoring Regulation's List 2 Aeromonas monitoring. This rule also approved EPA Method 515.4 to support previously required National Primary Drinking Water Regulation (NPDWR) compliance monitoring for 2,4-D (as acid, salts and esters), 2,4,5-TP (Silvex), dinoseb, pentachlorophenol, picloram and dalapon. In addition, EPA Method 531.2 was approved to support previously required NPDWR monitoring for carbofuran and oxamyl. EPA also approved seven of the eight additional industry-developed analytical methods that were proposed to support previously required NPDWR compliance monitoring. Finally, EPA updated the information concerning the inspection of materials in the Water Docket to reflect its new address.

NOTICES

**“Agency Information Collection Activities; OMB Responses”
October 4, 2002 (67 FR 62243)**

This document announced Office of Management and Budget (OMB) responses to Agency clearance requests, in compliance with the Paperwork Reduction Act (44 U.S.C. 3501 et. seq.). Specifically, EPA ICR No. 2030.01, “Reliability, Validity, and Variability in Behavioral Determinants of Drinking Water Disinfection By-Product Exposure,” was approved August 20, 2002. This Information Collection Request (ICR), OMB No. 2080-0067, expires August 31, 2005. Also, EPA ICR No. 1912.01, “Information Collection Request: National Primary Drinking Water Regulation for Lead and Copper (Final Rule),” was granted a short-term extension on September 19, 2002. This ICR, OMB No. 2040-0210, now expires on December 31, 2002.

**“Public Water System Supervision Program Revision for the State of Colorado”
October 7, 2002 (67 FR 62468)**

The State of Colorado has revised its Public Water System Supervision (PWSS) primacy program by adopting regulations for the Consumer Confidence Report Rule. Having determined that these revisions meet all pertinent requirements in the Safe Drinking Water Act, and EPA's implementing regulations, EPA approved them. This approval action does not extend to public water systems in Indian Country.

**“Program Requirement Revisions Related to the Public Water System Supervision Program for the States of Vermont, Connecticut, and New Hampshire, and the Commonwealth of Massachusetts”
October 7, 2002 (67 FR 62469)**

This notice announced that the States of Vermont, Connecticut and New Hampshire, and the Commonwealth of Massachusetts, are in the process of revising their approved PWSS Programs to meet the requirements of the Safe Drinking Water Act. EPA intends to approve the respective revisions for these states after having determined that the revisions are no less stringent than the corresponding federal regulations.

**“Meeting of the Small Systems Affordability Working Group of the National Drinking Water Advisory Council”
October 8, 2002 (67 FR 62718)**

EPA announced a meeting of the Small Systems Affordability Work Group of the National Drinking Water Advisory Council, established under the Safe Drinking Water Act, as amended (42 U.S.C. S300f et seq.).

**“Investigator Initiated Grants: Requests for Applications”
October 10, 2002 (67 FR 63084)**

EPA provided information on the availability of a fiscal year 2003 program announcement in which areas of research interest, eligibility and submission requirements, evaluation criteria, and implementation schedules are set forth. EPA requested research applications on “Treatment Technologies for Arsenic Removal for Small Drinking Water Systems.”

**“Agency Information Collection Activities: Submission for OMB Review”
October 18, 2002 (67 FR 64366)**

EPA announced that it forwarded the ICR entitled “2003 Drinking Water Infrastructure Needs Survey,” EPA ICR No. 2085.01, to OMB for review and approval. Comments must be submitted by November 18, 2002.

**“Announcement of a Public Stakeholder Meeting on Drinking Water Distribution System Impacts on Water Quality”
October 21, 2002 (67 FR 64639)**

EPA scheduled a public meeting for November 14, 2002, to discuss the finished water quality in distribution systems. The purpose of this meeting is to provide information to stakeholders and the public.

**“Public Water Supervision Program Revision for the State of Tennessee”
October 21, 2002 (67 FR 64640)**

This notice announced that the State of Tennessee is revising its approved PWSS Program. Tennessee has adopted drinking water regulations that incorporate the requirements of the Public Notification Rule. EPA has determined that these revisions are no less stringent than the corresponding federal regulations. Therefore, EPA intends to approve this State program revision. If no timely and appropriate request for a hearing is received, this determination shall become final and effective on November 20, 2002.

**“Meetings of the Small Systems Affordability Working Group of the National Drinking Water Advisory Council”
October 23, 2002 (67 FR 65114)**

EPA announced a meeting for November 7-8, 2002, of the Small Systems Affordability Work Group of the National Drinking Water Advisory Council, established under the Safe Drinking Water Act, as amended (42 U.S.C. 300f et seq.).

**“Meeting of the National Drinking Water Advisory Council Notice of Public Meeting”
October 29, 2002 (67 FR 65980)**

EPA announced a meeting for November 20-21, 2002, of the National Drinking Water Advisory Council, established under the Safe Drinking Water Act, as amended (42 U.S.C. 3300f et seq.). Topics include, but are not limited to: updates on the Ground Water and Radon rules; status reports from the NDWAC's working groups on Affordability and the Contaminant Candidate List; source water protection initiatives; and progress in implementing the Public Health Security and Bioterrorism Preparedness Response Act of 2002.